



Department of Justice

Billing Code: 4410-FY

Bureau of Alcohol, Tobacco, Firearms and Explosives

[OMB Number 1140-0091]

Agency Information Collection Activities; Proposed collection; comments requested:

National Response Team Customer Satisfaction Survey

ACTION: 30-Day Notice of Information Collection Under Review:

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The Department of Justice (DOJ), Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF) will be submitting the following information collection request to the Office of Management and Budget (OMB) for review and approval in accordance with the Paperwork Reduction Act of 1995. The proposed information collection is published to obtain comments from the public and affected agencies. This proposed information collection was previously published in the Federal Register Volume 77, Number 122, page 37919 on June 25, 2012, allowing for a 60 day comment period.

The purpose of this notice is to allow for an additional 30 days for public comment until [insert the date 30 days from the date this notice is published in the Federal Register]. This process is conducted in accordance with 5 CFR 1320.10.

Written comments concerning this information collection should be sent to the Office of Information and Regulatory Affairs, Office of Management and Budget, Attn: DOJ Desk

Officer. The best way to ensure your comments are received is to email them to [oir\\_submission@omb.eop.gov](mailto:oir_submission@omb.eop.gov) or fax them to 202-395-7285. All comments should reference the eight digit OMB number or the title of the collection.

Written comments and suggestions from the public and affected agencies concerning the proposed collection of information are encouraged. Your comments should address one or more of the following four points:

- Evaluate whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information will have practical utility;
- Evaluate the accuracy of the agency's estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used;
- Enhance the quality, utility, and clarity of the information to be collected; and
- Minimize the burden of the collection of information on those who are to respond, including through the use of appropriate automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submission of responses.

## Summary of Information Collection

- (1) Type of Information Collection: Reinstatement with change of a previously approved collection.
- (2) Title of the Form/Collection: National Response Team Customer Satisfaction Survey.
- (3) Agency form number, if any, and the applicable component of the Department of Justice sponsoring the collection: Form Number: None. Bureau of Alcohol, Tobacco, Firearms and Explosives.
- (4) Affected public who will be asked or required to respond, as well as a brief abstract:  
Primary: State, Local or Tribal Government. Other: none.

## Need for Collection

The Arson and Explosives Programs Division (AEPD) of the Bureau of Alcohol, Tobacco, Firearms and Explosives distributes a program-specific customer satisfaction survey to more effectively capture customer perception/satisfaction of services. AEPD's strategy is based on a commitment to provide the kind of customer service that will better accomplish ATF's mission.

(5) An estimate of the total number of respondents and the amount of time estimated for an average respondent to respond: It is estimated that 20 respondents will complete a 15 minute survey.

(6) An estimate of the total public burden (in hours) associated with the collection: There are an estimated 5 annual total burden hours associated with this collection.

If additional information is required contact: Jerri Murray, Department Clearance Officer, Policy and Planning Staff, Justice Management Division, United States Department of Justice, Two Constitution Square, 145 N Street, NE., Room 2E-508, Washington, DC 20530.

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Jerri Murray

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August 21, 2012

Department Clearance Officer, PRA

United States Department of Justice

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